



SPAWAR
Systems Center
San Diego

DATA LINK TEST TOOLS

Service Agreement Programs



STANDARD SERVICE AGREEMENT PROGRAM

A Standard Service Agreement for the purchased system(s) is included with the purchase of each Data Link Test Tool (DLTT) system, and is complemented by associated component warranties. The Space and Naval Warfare Systems Center, San Diego (SSC San Diego) will provide for the required service and warranty for any hardware problems that may occur, as defined below.

A newly purchased system has a standard service agreement period of 1 year from the date of installation. This provides for the repair or replacement of failed hardware components (LAN card, video card, SCSI controller card, motherboard, SCSI CD-ROM drive, and SCSI floppy drive components only) for that period. Special interface cards (i.e., ASF-PCI 1553, X.25 card, I960 Serial Synchronous card, Serial Asynchronous cards, etc.) are covered by associated vendor warranties (typically 90 days from date of purchase). During the period of the Standard Service Agreement, any special interface cards that fail under normal DLTT operations within the vendor warranty period will be repaired or replaced at no cost to the customer. Should these cards fail outside the warranty period, DLTT Program Office will attempt to repair the failed component. If repair is not possible, additional funding from the customer will be necessary to procure, install, and test the new component(s). This Standard Service Agreement also provides the user with software upgrades to DLTT software programs from the SSC San Diego DLTT Program Office as they are released. Upgrades to the operating system and interface board-driver support software also are provided as the DLTT Program Office receives such upgrades from vendors. The upgrade of hardware components is not included in this agreement.

The Standard Service Agreement also includes involvement in the DLTT Software Change Control Board program as well as DLTT technical support.

ANNUAL SERVICE AGREEMENT PROGRAM

Upon expiration of the Standard Service Agreement Program (1 year after the initial system installation), it is strongly recommended that the customer purchase the DLTT Annual Service Agreement Program (ASAP) addressing follow-on support. This agreement provides the customer with software upgrades to the DLTT software program(s) from the SSC San Diego DLTT Program Office as they are released. This agreement also provides for the repair or replacement of failed hardware components (LAN card, video card, SCSI controller card, motherboard, SCSI CD-ROM drive, and SCSI floppy drive components only) for that period.

Upgrades to the operating system and interface board-driver support software are also provided as SSC San Diego DLTT receives such upgrades from vendors.

The upgrade of hardware components is not included in this agreement; as a result, it is highly recommended that customers purchase spares of all specialized interface boards associated with their installed Gateway systems to remedy component failures if they should occur. Pricing information regarding the purchase of the DLTT ASAP can be obtained from the Points of Contact listed in this data sheet.

At the end of the Standard Service Agreement period, the user has the option to purchase an Annual Service Agreement. This service agreement has an effective period of 1 year from the date of purchase of the agreement.

This Annual Service Agreement program has the identical terms and conditions as the Standard Service Agreement.

DLTT SOFTWARE CHANGE CONTROL BOARD AND TECHNICAL SUPPORT SERVICES

These programs provide benefits to customers holding up-to-date SSAPs and ASAPs. These programs are described below.

DLTT Software Change Control Board (SCCB)

The DLTT SCCB maintains configuration control of the DLTTs and processes changes to base-lined documentation and software/hardware for all DLTT products. This Board provides a forum whereby customers can submit both operational issues in the form of Software Trouble Reports (STRs) as well as technical suggestions for improvement of the DLTT in the form of Engineering Change Proposals (ECPs) to the DLTT Program Office for consideration and/or action.

DLTT Technical Support Services

On-line technical support is available Monday-Friday 0700-1700 Pacific Time for all DLTT-related issues. DLTT technical support personnel are available, along with the DLTT engineering community, to assist customers in resolving problems, assisting in configuration issues, and resolving system utilization via domestic toll-free phone communications or email. This support encompasses both hardware and software issues. Additionally, the DLTT technical support staff has a sophisticated Trouble Call Management System (TCMS) used to record all requests for technical assistance to ensure they are brought to timely resolution.



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FURTHER INFORMATION

Data Link Test Tools are a family of applications developed and maintained by SSC San Diego, Code D45, to facilitate TADIL integration and interoperability testing.

Further information on the Data Link Test Tools Service Agreements and data link testing facilities/services at SSC San Diego is available at the following:

DLTT Web Site: <http://gateway.spawar.navy.mil>

Send email to: gwinfo@spawar.navy.mil

Telephone (toll free in the U.S.): 1-888-GWLinks (495-4657)

Points of Contact

DLTT System Purchase Support

Space and Naval Warfare Systems Center, San Diego

Code D4524

53560 Hull Street

San Diego, CA 92152-5001

USA

Telephone: (619/DSN) 553-9401 or (619) 553-0033

FAX: (619/DSN) 553-8221 or (619) 553-6773

This technology is related to the subject matter of one or more U.S. patents assigned to the U.S. Government, including patent No. 5,892,765. Licensing inquiries may be directed to: Harvey Fendelman, Office of Patent Counsel D0012, SPAWARSYSCEN SAN DIEGO, 53510 Silvergate Avenue, San Diego CA 92152-5765

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